

Is there a Dulles South Bus to Silver Line? If not could you please add some commuter bus service from Dulles South to the Silver Line?

No service after 8:26AM from goose creek to metro and after 6:35 PM to goose creek from the nearest train station will seriously impede the commute of various residents near goose creek and Leesburg. I sincerely request the county to consider shuttle service from Leesburg – goose creek – Dulles north – Wiehle station.

The current service runs at 8:42 and 9:17 which are really useful to west falls church or nearest metro. As well the return service to goose creek at 6:50 and 7:23 really helps.

I just rode your inaugural silver line bus service and my commute DC not only cost me substantially more that it did when the bus went to West Falls church but was far slower as well. I have to wonder how it is possible for your route planners to have failed so spectacularly at their extremely simple jobs. Is this schedule the result of rank incompetence or active contempt for your riders? It would have been extremely simple to replace the 7:30 West Falls Church run with one that went to Wiehle-Reston Station. But apparently that simple task was beyond you. Instead you've created this Frankenstein's monster of a schedule that takes Leesburg riders to Broadlands, (where the bus became illegally full by the way with more than 12 standees by my count) and then bypasses Wiehle-Reston to force us to go all the way to the Spring Hill station, and then doesn't even have the courtesy to actually GO to that station, dumping us off in the parking lot of car dealership that is more than half a mile from the station proper. WHO did this seem like a good idea to? it takes what could be a 15-min bus ride and makes a 45 min one. My Leesburg to West Fall Church to Noma-Galludet commute took typically about an hour and a half and cost \$6.80. This monstrosity of a commute takes almost 2 hours and cost \$9.80. I've paid outrageous taxes and tools for the last 5 years to get the Silver Line Built, and thank to your rank incompetence it LENGTHENED my commute. Obviously this is unacceptable to me, and every rider I have talked to. We want this fixed immediately. Since I recognize that it can take some time to o this, you have until the publication of next month;s schedule. If there are no changes made by that time, I have discussed with at least a 100 riders organizing a petition drive making the Board of Supervisors aware that if changes are not immediately implemented we will all vote to dismiss the entire incumbent slate. IF it gets to that point we will also demand the resignation of all senior officials in the county transportation department

I ride the connector from west falls church metro every day my bus left at 6:08am and it got me to Verizon @6:28am, Now I ride the bus from wiehle-reston metro, I was looking to catch the first bus out but it leaves before the first train arrive, anyway we can have that first bus to leave @ 6:20am, also can we have the 3:40 bus that leaves Verizon pushed back to 3:30pm?

I am a commuter on this new silver line. I am on the first train leaving the Largo station and thereby the first silver line train to arrive at Wiehle Ave. This train did not arrive at Wiehle until about 6:18 and the first bus from Wiehle moving in the direction of Verizon (my destination) is scheduled to leave at 6:10. Obviously we will miss that bus every time. So I suggest the time be moved to 6:20 to accommodate your commuters and validate the route. One other thing I don't understand the need to push the evening bus from Verizon back to 3:40 from 3:30 and I am requesting that we retain the 3:30 slot.

Hi there - just want to give feedback that there is to large a gap at a critical hour of the morning where the wait time in between buses is far to long. 7:34 AM to 8:20 AM at Loudoun Station is too long of a gap. There a high percentage of school buses that pick up kids right around the 7:30 AM timeframe to make it

to school by the 7:50 AM start time. With no bus from Loudoun Station to Wiehle-Reston Metro for almost 50 minutes, overcrowding is inevitable and that is what was experienced this morning. The 8:20 AM bus out of Loudoun Station was full once it reached Dulles North. All the Dulles North passengers had to stand up on the drive to Wiehle-Reston Metro. This issue is only going to worsen once school begins on Sept. 2. Please act now to add a bus in the almost 50 minute timeframe to avoid passengers standing out of Dulles North. The bus leaving Loudoun Station at 8:20 AM will remain full. I witnessed numerous passengers pulling up at 7:50 AM to Loudoun Station.

I am writing to complain regarding the service to WFC from Cascades. You almost doubled the price and substituted the comfortable larger buses for these new ones which for a nearly 45 minute ride are EXTREMELY uncomfortable! I don't find ANY value in the service change and price increase. I will probably not be the only complaint either.

Today was a very exciting day with the advent of the Loudoun County Silver Line Connection.

I happened to be the first (and only) rider on the 951 bus which departed Loudoun Station at 4:42am.

The shuttle and the Metro ride from Wiehle Ave were both fantastic and will save me both time and money on my commute to/from work. I'm absolutely very appreciative of this service.

I do have one suggestion for potential schedule changes. The first train out of Wiehle leaves right at 5:00am, just as the 951 bus is arriving. Essentially, I was walking down the stairs to the platform as the train pulled out. The next train then doesn't leave Wiehle for another 14 minutes.

If possible, it would be nice if the 951 departure time could be moved back just 2 minutes to 4:40am to allow for less waiting on the platform for a Metro train.

As a long time Loudoun resident, I was super excited to have another means of transportation to assist with my commute to Tyson's. In preparing for my trip this morning to the new Silver Line Metro Stations, I realized that Western Loudoun, including Leesburg, was left out of the planning to go directly to the Reston Silver Metro Station. It seems that the Eastern Ashburn residents have been offered numerous trips from Ashburn to Reston, but there are ZERO trips from Harmony, Leesburg, Goose Creek to the Reston Silver Metro Station. Not only are zero trips to Reston for us Westerners, but in afternoon trips, being a 9 to 5er, I only have (3) choices to make the return trip from Spring Hill, the 5:31, 6:01, and 6:31; but the Eastern Ashburn residents (Loudoun Station) have (8) opportunities, after 5 pm, to commute home via Loudoun Transit.

Please remember us residents in the West, we would greatly appreciate the same consideration in transit options as those in the Loudoun Station area.

I live in Leesburg with the closest bus station being Sycolin. I need to commute to my final destination of Dunn Loring. I would LOVE to commute from Sycolin (Leesburg) to Wiehle Ave Metro. The problem is, there are only 2 buses leaving Leesburg to Wiehle and they both leave after 8:00am. Who can possibly be riding these 2 buses that late in the morning???? Also, on the return trip from Wiehle to Sycolin, the buses get home so late (after 6:30pm), who wants to commute from Wiehle to Sycolin and get home that late???? Why can't additional trips be added, or at least move the time earlier for the 2 trips???? I don't understand the limited trip options from Sycolin to Wiehle.

Since those 2 trips leave so late in the morning, I'm forced to drive to the Loudoun hospital and catch the new Wiehle Express. The Loudoun Hospital provides NO PARKING for commuters, so this is just a big hassle to have to drive to Loudoun hospital to get to Wiehle. Also, why does the new Wiehle Express still cost \$2 when it's only half the distance the WFC Express was?

If you can add some additional routes from Sycolin to Wiehle, you're going to get a LOT more riders. Not everyone that commutes is trying to get to down town DC or Rosslyn, we're just trying to get to Wiehle.

The bus is on the way back to Cascades/Potomac Falls right now. When leaving the South bus bay at Wiehle/Reston, the bus turned right and then made another right onto Sunrise Valley, and then another right on Reston Parkway before turning left onto the Toll Road and exiting on Fairfax County Parkway.

I was wondering if LCT might be willing to test making a left from the bus bay directly onto Wiehle and taking Wiehle all the way to Fairfax County Parkway through Reston. That might be better timewise. Thanks.

I am one of the many commuters that took advantage of the Silver Line buses provided by Loudoun County. I was really excited as this would cut from commute by 10 to 20 mins plus the frequency of the buses will be greater.

Going to the Wiehle-Reston metro was a breeze the bus was on time, I was very happy and it went without a hitch. But this was short lived coming back from Wiehle Bus bay to my park and ride was a close to a nightmare.

Picture this, in Wiehle-Reston bus depot there is just a single bus stop for Loudoun County (South Bay) and its right next to the stairs. All the Loudoun commuters were making a single/double file line that was going to the top of the stairs. There was absolute and utter chaos as the passengers did not know when and where the buses will be arriving. Also there was no official from Loudoun County to help out the customers that have taking these bus services for the first time.

In contrast Fairfax County had several people that were helping their commuters and directing them to the correct bus stops and providing directions. This was very similar to what I saw on the West Fall church station where Fairfax County has several representatives explaining the new bus routes and interacting with their customers. No communication was send out to Loudoun county customer via any emails (I am signed up for alerts, apart from getting text and email that all buses are running late I did not hear a word from you guys) or any people on the either of the stations were present to help commuters.

Bus did not arrive on time, drivers did not know where to pull up, and so people who were standing in middle and end of line got in first, while the folks you were start of the line either had to stand or missed the bus.

Also there is no signage, schedule details present on the Loudoun bus depot. There is just a single sign that says Loudoun County. No details of bus number, park & ride server, schedule etc.

I would appreciate if you can take steps to ease the commute and make this available on the bus stop, tons of information is present on the website but it doesn't help if people don't even know when, where the buses are going to come. Sometimes it better to have people with experience on the ground that will help answer and ease people worries rather than all the information residing in digital world.

I am echoing the experience that lot of the other commuters shared. Hoping for smoother rides in future.

This is to let you know that I am very disappointed with the new route. It is a horrible ride, more expensive and has added 20 more minutes to my normal commute. To begin with, the 2 stops after Leesburg (broadlands) are located in between narrow streets, especially, Old Ryan rd which traffic will be a nightmare once summer is over. Next, to get to the spring hill station one have to get off the bus and walk quite a distance....not a pretty picture for persons with disabilities. Moreover, the new silver line metro stations have no enclosures or protective walls against weather elements, again, once summer is gone and cold weather settles in, it would be a nightmare to be standing on these stations. Worse yet, the passages are so open that I cannot even imagine walking through them with snow and else. I would really like you to reconsider going back to West Falls Church and seriously encourage you to survey riders about the new and only route. I am sure the answers will be surprising.

I ride the reverse route to/from the Verizon location. Please give some thought to having the pm departure time changed for the first bus leaving the Verizon campus to the previous time of 3:30 pm, prior to the opening of the Silver Line.

Also, please consider changing the time for the first AM bus in the morning, which is now (6:10am) from the Wiehle-Reston station. If coming from one end of the line (Orange, Blue, Green or Red) on the first train to the end of the Silver line (Wiehle), there is no way possible to catch the first bus from Wiehle to Verizon or any other location on the route. At best, per the Metro website, you will arrive at Wiehle at 6:22 AM. Not to mention get off the train and then walk to the bus bay to catch the bus. With the new schedule, no longer will I or others be able to arrive to work by 6:30, our start time.

And I do have one last concern. Why are there no bus bays available for use by the Loudoun bus which are closer to the Spring Hill station location? The stop is around the corner and down the block. For now, at least its summer, but who will be responsible for removing the snow and ice from the sidewalks when winter is upon us? Was there any thought given to those who may be physically challenged or have a handicap which would limit them regarding the distance from the bus stop to the Spring Hill station?

Thank you for your consideration and a quick response will be greatly appreciated.

I rode the commuter bus today from Lowes Island to the new Reston Silver line stop. By going into the Reston stop, it added 20 minutes onto my 1 hr commute each way. Is there a way to allow some busses to continue the service to West Falls Church? If not, I will consider driving to West Falls Church or even to the Reston stop.

15 people were standing on the 7:14 tysons express on Wednesday. My understanding is that it was standing room only on Monday and Tuesday also. The 7:54 bus had 3 or 4 people standing. I have been riding the bus for three years and have never seen it this crowded. What do your

projections show ridership to be when school is back in session in September? If projections are higher than current capacity will you add a bus after or before 7:14 to relieve the demand?

Please start running shuttles from Wiehle Metro every 10 minutes. 25 minutes doesn't cut it. Thanks!

I realize that with the opening of the Silver Line it will take a little time to work out all of the kinks but I thought I would offer my opinion on how things are progressing (for me) over the last three days. I take the 5:57 bus from Cascades and I've noticed that the new bus is smaller and doesn't take into account the long line. For two of the three mornings a few passengers had to stand which I don't think is right. Perhaps bring the larger bus back? Or maybe schedule another bus at 6:10 or so and move the 5:57 up 5 minutes? As it stands now, between Loudoun Transit and the Silver Line I get to work about 15 minutes later than I did when the bus took me directly to West Falls Church! Also, this is prime vacation time for many folks so after Labor Day the lines may increase even more!

Coming home has been worse for me. I was catching the 5:00 bus back to Cascades at West Falls Church without a problem (unless Metro broke down). You've added another 10 minutes for the same bus to arrive at the Wiehle Station but the time between East Falls Church and Wiehle is more than 10 minutes, at least 15. So, I have to miss my bus and take the 5:30 bus which yesterday came 10-12 minutes late for some reason! Why can't you schedule buses between 5:00-6:00pm every 15 minutes which is prime time for bus usage. I did appreciate the larger more comfortable bus but I'd rather get home earlier. I got home at 6:20 when I normally get home at 5:45!

The other issue is how the bus gets me home – turning right on Wiehle, right on Sunset Hills, right on Reston Parkway, left on the Dulles Access Road and right on the Fairfax County Parkway. There are many more cars on the road at this time so inevitably we arrive later than the time the bus is supposed to arrive at Cascades. How about going straight down Wiehle (left) to the Fairfax County Parkway. There are some lights but it might go faster.

Again, I know you will assess and see what is best for the majority of travelers but right now I'm not thrilled, particularly with my return trip home. I hope you can make some tweaks in the near future.

This new bus is freezing in the mornings. Can the AC be more closely controlled. Also, WFC is a ghost town at 8:45 and yet the driver STILL drops us at the normal spot which is as far as it can be from the metro entrance. Can you work out a deal with the station to use the Dulles Flyer spot right up front?

I know this is only the first week of the new service to Metro and Tysons, but the 2 morning runs I have been on (# 354 and 355) are over crowded and frankly it just doesn't feel safe. Today the 354 had 12 standing passengers (we were told that was the maximum amount); the bus was top heavy and many of us were commenting on how unsafe it felt. As much as I love taking the bus to Tysons, I am now considering driving to work, purely for safety reasons. Is there any way the county would consider another run in between the 2 am runs or re-arrange the schedule and have buses come every 30 minutes?

Just had my first taste of the "new and improved" commute courtesy of the Silver Line and I'm ready to go back to my car which I have not used to commute in many years.

Previously, I could leave my office at 4:30 PM, take the Metro and arrive at WFC w 10 minutes to spare to catch the 5:20 LC bus to OLOH arriving at about 5:50/5:55. Total cost one way from Federal Triangle was \$6.00 (\$4.00 Metro rail plus \$2.00 LC Bus).

Now I leave at 4:30 and can't even make 5:30 bus. Have to wait till 5:47 arriving at OLOH at about 6:30 after the bus spends over 10 minutes just getting turned around in heavy Reston traffic to get heading westbound. (Who designed that?) The bus from Wiehle actually takes longer than from WFC even though it's 7 or 8 miles closer. Total one way cost is now \$6.90 (5.90 Metro plus \$1 LC bus)

So, for the privilege of paying 15% more, my commute is increased by 33%? This is crazy. Please go back to busing to WFC. This new commute is a giant step backwards. Please pass this along to the appropriate advisory panel(s).

I began riding the LC Bus from Cascades to Wiehle this week. Despite leaving at the same time (6:52), I am now getting to work 15-20 minutes later. The bus is taking just as long to get to Wiehle as it did to West Falls Church. In order to get to work on time, I am going to have to begin my day earlier by taking the 6:34 from Our Lady of Hope.

In the afternoon, I previously caught the 4:40 and arrived back at Cascades by 5:05. Because of the length of the ride, I am unable to make the 4:45 bus at Wiehle and have to take the 5:10, which did not get back to Cascades until 5:45 last night. This puts me behind in picking up my child. And the 5:10 bus has been late every day this week.

In addition, can you explain why the afternoon regular coach bus has been replaced with a smaller, uncomfortable commuter bus that does not accommodate the same number of passengers? At least 1/3 of the regular passengers are being forced to stand.

I am a Loudoun resident who lives midway between the Harmony and Leesburg Park and Ride lots and works in the center of Reston. I was anxiously awaiting the opening of the Silver Line with the expectation that I would be able to easily commute to my workplace and save both time and money in the process. Reviewing the currently available service shows that using the the Bus/Metro to access Reston from either Harmony or Leesburg would take longer and be more expensive than driving my own vehicle. The current available bus routes would have the rider travel past the Wiehle-Reston station on the bus to the Spring Hill station , then have to take the train back to Reston. This would result in a commute time close to one hour each way with a daily cost of \$12. Currently I drive on Rt 7 and typical commute is one hour and and my vehicle uses about 2.5 gallons of gas daily for a typical cost of \$10.

My expectation was that the the Harmony or Leesburg buses would travel directly to Wiehle-Reston with a transit time of about 30 minutes at a cost of \$ 1.00 or \$ 1.50 . In that senario I would become a rider for life, instead of feeling disenfranchised by having my tax dollars spent on a project that does me no benefit.

How is it that Ashburn residents (Loudoun Station users) are rewarded with short 18 minute , \$1.00 commuter service to Reston and western Loudoun residents are punished with long 60 minute , \$6.00 commuter service to Reston. Fairness would have created service such that western Loudoun had a 30 minute bus ride (Leesburg to Wiehle Reston) at a \$3.00 cost and that Ashburn had a 30 minute bus ride (Loudoun Station to Spring Hill station) at a \$ 3.00 cost. How is it fair that some residents are rewarded with quick,inexpensive public transportation and others are subjected to long, expensive public transportation?

Are there plans in the near future to offer direct bus service to Wiehle-Reston station from Harmony or Leesburg? I find it hard to believe that I am the only resident of Leesburg who works in Reston and is

affected by the current Bus Service.

While I appreciate all your office has done to get routes up and running to service the Silver Line and assume that Fairfax County and/ or WMATA has something to do with bus slip assignments but having return trips to Loudoun Station pick up on the south side of the DTR is a terrible idea. I've been able to catch the 3:30 bus twice this week and even then (in the absence of real traffic), it takes longer to just get the bus on the DTR (because left turns onto Wiehle are prohibited) than it does to drive all the way out to Loudoun Station from Reston Parkway. In other words, the bus has to travel through a lengthy 35 MPH zone that is riddled with traffic and lights, then sit at a very long final light before turning off Reston Parkway and onto the DTR. If there is any way that you could shift those afternoon buses to the north side, it would save an incredible amount of time for Loudoun commuters. For that very reason, I'm considering just driving to Herndon-Monroe like I used to do before the the SV opened and I'm sure I'm not alone. It isn't much farther of a drive for many Loudoun residents and it offers free covered parking and much more frequent bus service from a variety of routes.

There has been a little confusion this week about where the bus is picking up at the Spring Hill Metro Stop in Tyson's during the afternoon (5:01PM). The schedule states Bus Bay A, but that doesn't exist so people have been standing just East of Bus Bay B, since the bays go from B to E. Today the bus stopped at Bay E and almost left (since it was running a little late and no one was there) before we could flag it down. Can you please clarify where the pick up will be in the afternoon?

I rode Loudoun busses from Our lady of Hope to [Wiehle-Reston East](#) twice this week.

1. Bus service was fine.
2. The guy organizing things at [Wiehle-Reston East](#) on Tuesday afternoon was extremely helpful. At WFC, we riders had a semi-organized process for getting into the right line and knowing where the bus would stop. There is none of this (although it will eventually develop) at the new station. I was at the station 40 minutes before the bus I wanted to catch, and almost missed it because it did not stop where I expected. Your sign at the station is no help because it does not say which bus will stop where.
3. The overhead cover that was installed at West Falls Church a couple of years ago was great. Even if it was cold, we did not have to get soaked in rain and snow, and soaked people did not have to sit in your busses. Apparently, whoever designed the \$2 billion additional Metro infrastructure apparently never had to wait for a bus in the rain, snow, or freezing rain, all of which normally happens in Northern Virginia during the winter. What you have now is fine in dry summer weather, but it is not going to be much fun for three or four months of the year. I think you have done a fine job with your part, but overall, I would say that the changes did not measurably improve my commute. The trip seems to take much longer, we will have to stand out in the rain, and someone told me they figured it out and it costs 30 cents more each way.

After perhaps a very challenging week for your office with all the bus changes, I wanted to thank you for allowing me, as we talked before including late last week, to ride the LC Transit reverse commuter bus from Verizon Ashburn (run 942 so far) in the afternoon to near the Tysons Corner Metro station where I have more options for bus connections to continue my commute, which I expect to use regularly unless I have some shopping or other activities in the Spring Hill area after work, though I am yet experimenting with my different commuting options between Tysons and Vienna Metro. None of the different drivers on this run this week have had an issue with me staying on the bus.

Though at some point I may try the reverse in the morning, so far, lacking reliable and frequent early morning bus connections to Tysons Corner central without extending my total commute in time more so, I have so far taken the rail all the way from Vienna to Spring Hill each morning this week (less one morning I got an early start and tried Reston-Wiehle). As a further complement, primarily for the many conveniences nearby to run errands before or after work, such as 24-hour Walmart, Post Office, ATMs, Exxon Tiger Mart, restaurants, drycleaners, and hotels (for that unexpected overnight stay if get stranded in transit from severe inclement weather), I do like your choice of the Spring Hill station for this advantage for the reverse commuter buses.

Bus svc to/from Lowe's went from tolerable/good to bad/intolerable over night. Why drive 10 minutes on the surface street only to go 1 exit on 267? The old service was far superior.... this is adding an hour/day to my previous commute, and makes Loudoun county less desirable for someone looking to move to the area.

First of all, I would like to express my appreciation for the Loudoun Station bus service to Wiehle Avenue on the Silver Line. I used to drive to Herndon Monroe from Ashburn Village to catch the 980 to West Falls Church. This new service saves me over 20 miles of driving and Dulles Toll Road toll costs as well, so I am thrilled to have it. I find myself typically taking the 957 or the 958 in the morning and the 976 or 977 in the evening.

I do have the following observations/concerns/suggestions/questions.

- The 976 and 977 buses are pretty full in the evenings, so am thinking that an additional run or perhaps larger buses would be of benefit to the ridership.
- I heard a Loudoun driver say that only a certain number of people are allowed on the buses (perhaps it was 55). That makes me wonder whether standing riders are allowed on the Loudoun County buses. Fairfax Connector buses certainly allow as many standing riders as can be packed on. I am not a huge fan of standing, but I would certainly do it to save myself the 25 minutes or so that I would need to wait for the next bus. If there is a rider number limit of 55 then more or larger buses are definitely needed.
- The Wiehle Station only has one stop for Loudoun buses and there are multiple routes. This makes lining up a bit confusing and results in too long of a line. What happens is that only one line forms and then riders just have to see what bus pulls up next. It might be helpful to have signage that would assist in having multiple shorter lines (one for each route). Also, could more than one bus bay at Wiehle for Loudoun buses be a possibility?
- The Wiehle Station does not have sufficient cover for Loudoun riders in the event of adverse weather. I would suggest that the Wiehle Station put up canvas type structures (like there are at the West Falls Church Station and Herndon Monroe Park and Ride) that can provide additional shelter.
- Loudoun Station parking seems limited (although it is not yet full), and I have concern that the ridership is going to increase exponentially once the heavy summer vacation time period ends. Will you be keeping an eye on ridership and increasing parking and bus service to accommodate demand? I would hate to find myself needing to leave for work earlier and earlier just to get a parking spot or a seat on the bus.
- I live in Ashburn Village and noticed about a year ago that a bus stop looking structure was built at the intersection of Ashburn Village Blvd and Cheltenham Circle, right next to Lake Ashburn. When I saw it I was hopeful that bus service to the silver line might be available at

such stops, but I am not aware of any routes utilizing that stop. Bus service routes with stops on Ashburn Village Blvd. would likely reduce the number of parking spaces needed at Loudoun Station. I would love to be able to walk to such a bus stop and avoid my car altogether. Is this something that Loudoun County will consider?

- Handicap Accessibility – I have noticed that visually impaired riders are having a hard time of it finding their buses when they arrive at the Wiehle Station. Granted, this is the first week, and it takes time to learn the routine. I have met a new commuting friend already that turns out to be a fairly close-by neighbor. He is blind, and I met him when assisting him to learn the walking route at the Wiehle Station. I wonder about those that don't have a friendly face come along to assist, what do they do? Perhaps an occasional beeping sound near the Wiehle escalators to help direct the visually impaired? I have also begun giving him rides to and from Loudoun Station when our schedules work out. That said, it would be helpful if convenient parking could be made available at Loudoun Station for those that wish to assist a handicapped person. I guess what I am thinking of is something akin to the reserved spots provided by many shopping centers for "Pregnant Moms or Moms with Small Children." Maybe there could be a couple of convenient spots next to the handicapped spots that are for "Drivers Assisting the Handicapped." It would certainly make for an easier walk for my neighbor to catch the Loudoun Station bus.

Thanks for reading my feedback. I am pleased that Loudoun is providing this service, and I think it has been a good first week!

Any plans to provide alternative mid day options? Maybe shuttle between AN and Loudoun Stn?

Secondly, I rode the 7:06 Goose Creek for the first time this morning. The driver said there is no Spring Hill stop even though the schedules have one. He said the stop is drop off and pick up on Tyco and Rte 7 stop? What's up with that? That's a block away from Metro - that is UnSat especially in bad weather. Why can't you have the AM bus pull a U-turn at Spring Hill onto West bound 7 and stop at Metro? It is a very wide 5 lane turn to Metro that your buses can make safely. In addition, as I was walking to the Metro this morning a fellow passenger told me the PM bus does stop at Springhill? So which is it? This afternoon where do I wait for the PM bus back to Goose? Tyco rd or Springhill Metro?

I've just seen your new schedule for the Loudoun County bus system.

Can I ask why the morning busses that leave Harmony don't stop at Wiehle but the afternoon busses that leave Wiehle do stop at Harmony?

Also noted today that there is minimal protection from weather at Wiehle while all passengers at WFC have protection under a canopy. Another major drawback to the new commute.

Lots of discussion on bus tonight by passengers as to how disappointed they are in new routing. Please survey your customers and consider possibility of returning some or all routes to WFC.

I go to DC a lot on the weekend and was wondering was the county considering a **bus to Reston Metro from 3 or 6 p.m. to 2:30 a.m.**, so that residents can get to D.C. easier on the weekend for outings. I think it would be a good idea to have a bus 2 hours going from Loudoun Station to

the Reston Metro from the times mentioned above, even if the **weekend bus fare was doubled to \$2.00 with smart card and \$3.00 without**. That would be only **5 – 6 runs to the Reston Metro per weekend evening** will surely be used with the growth rate of the county, since the Loudon Station opening has been pushed back to 2019 opening.

This could prevent people from **drinking and driving** and **allow people to work later jobs in D.C., Tysons as well as Arlington**. It would be a win for everyone.

By any means let me know if this is in the near plans or the reasoning for not implementing.
Thanks. Concerned tax payer

All signage in the metro states LC buses pick up at "A." There is no "A" shelter, only B, C, D and E. But there is an "A" on the sidewalk and uniformed people there for assistance state that is where the LC bus should stop.

Monday and Tuesday of this week - my first week on these routes with metro - the 4:30 and 5:00 buses stopped at A.

But the driver tonight on the 5:31 run from Spring Hill went past "A" all the way to the end of the line of shelters. When I asked him about it, he pointed to the LC Transit sign where he stopped.

Two lines are forming, one at each location, depending on the riders' personal experiences. It is confusing. Other passengers have related the same experience: each driver feels they are doing the right thing.

Please clarify this and correct the signage and educate the drivers as well. And I suggest sending a notice out and posting temporary signs with the correct details.

I wanted to contact you all about the changes in the Cascades bus system. I realize that there are going to be growing pains so I wanted to give you feedback to try and help with what I can, and to to keep this email short.

Before the Silver Line came in I was taking the LC commuter bus from Our Lady of Hope to West Falls Church Metro which then made it easy to get downtown. My total commute really took about an hour or so which was pretty good considering the distance I have to go everyday. With the change, the morning commute is still the same which is nice but in the afternoon, with no option for a West Falls Church bus, my commute has become an hour and a half to two hours to get from my office to Our Lady of Hope. It may seem like a small amount of time but that 30 minutes to an hour of time at home is precious when you're away from home 60 hours per week.

Aside from all of that, because I don't want to just present a problem with no solution, a suggestion to help would be to have an option for a West Falls Church bus in the afternoon. Even one option would help during rush hour. I'm speaking for more than just myself as well, others have voiced the same thing to me.

With that said, thank you for your time and I hope you consider bringing back an afternoon WFC bus to the Cascades area again.

I was the first passenger from Verizon who used the Loudoun county reverse bus, way back when we used to switch a small bus from Dulles North. How I commute was/is by driving to west falls church and then take the reverse bus. This was working great for almost everyone from Verizon and AOL (the people I spoke too)

The recent change is NOT working for us and is complicating our smooth ride. With the new change, I have to drive to East falls, take the silver line and take the shuttle bus. I don't understand why we are paying more and driving distance less. So if I may suggest (if possible) we can still pay the new fair or even a little higher and get the Loudoun county reverse bus to West falls (keep the old schedule before the silver line)

What can we do to get the old schedule back? Please advise and thank you so much for your consideration

As a long time Loudoun resident, I was super excited to have another means of transportation to assist with my commute to Tyson's. In preparing for my trip this morning to the new Silver Line Metro Stations, I realized that Western Loudoun, including Leesburg, was left out of the planning to go directly to the Reston Silver Metro Station. It seems that the Eastern Ashburn residents have been offered numerous trip from Ashburn to Reston, but there are ZERO trips from Harmony, Leesburg, Goose Creek to the Reston Silver Metro Station. Not only are Zero trips to Reston for us Westerners, but in afternoon trips, being a 9 to 5er, I only have (3) choices to make the return trip from Spring Hill, the 5:31, 6:01, and 6:31; but the Eastern Ashburn residents (Loudoun Station) have (8) opportunities, after 5 pm, to commute home via Loudoun Transit.

Please remember us residents in the West, we would greatly appreciate the same consideration in transit options as those in the Loudoun Station area

I take the bus from Leesburg to Tysons. Here is my feedback after 2 or so weeks

1. Too many people are taking the bus from leesburg to Tysons to get off at the subway. They should be taking a bus to Silver Line in Reston and using the subway from there. it is making the bus incredible crowded during the summer months. I cant imagine how it will get in the summer
2. You bypass going to the WestPark Transit in the morning which is great but you do not do it in the afternoon which is adding another 10 minutes of unneeded ride time to the afternoon commute. You don't need to stop there anymore because the shuttle from Mitre/Capital one that used to drop people off there is now no longer in operation.
The Tysons bus already passes the West Park Transit when it first arrives at Tysons...why does it have to circle back again and go out of the way instead of going straight to Metro station after the Greensboro Dr and Springfield RD stop.

Your bus drivers in the afternoon are all running late. Most likely because of that silly stop at the West Park Transit. They are consistently arriving 6-8 minutes late to every stop

The opening of the Silver Line will afford me additional options for going to and from the District. I live in Ashburn Farm and have taken the buses from Goose Creek to Spring Hill & Tysons Silver Line stops. I would like to suggest an idea of possibly changing the current service.

My suggestion is to terminate the Ashburn Shuttle service to Dulles North and use the shuttle vehicle to operate from the Leesburg and Goose Creek lots to the Wiehle-Reston Metro station. The service could run every 20 minutes from 5:00 a.m. to 9:00 a.m. and 4:00 p.m. to 7:00 p.m. with ½ hour service from Noon to 3:30 p.m. These vehicles should be adequate to handle the load from these two lots.

My family has lived, and paid property taxes in Sterling for over 10 years! I wanted to give you a chance to consider my questions before I call you at 703-737-8624.

I am wondering why there is direct Loudoun "Long Haul" commuter bus service to the Pentagon for Mid- and Western-Loudoun -- but not for Eastern-Loudoun/Cascades? This is especially vital now that Fairfax County has overflows in both the Pentagon commuter bus riders themselves and especially in the prerequisite parking at Wiehle/Sunset (this is due to the Silver Line commuters to Tysons and Orange line locations taking the Pentagon bus parking spaces). For Eastern Loudouners, the new Silver Line is great for getting to evening sporting events downtown; however, the Silver Line path from Wiehle Ave to the Pentagon (and nearby Crystal City) is way too slow, with too many long stops in-between for daily downtown commuters.

Who would I talk to regarding starting a Cascades-to-Pentagon (then later possibly continuing on from the Pentagon to Crystal City) morning run (maybe at 6:30 or 7 AM?) and the accompanying Pentagon-to-Cascades late afternoon return (say ~5PM pick up)? With the middle lanes on 267, the Fairfax bus can do this run in 35 minutes, for 50 taxpaying commuters at a time. Unfortunately, due to little/no parking when school is about to start up, this Fairfax bus service, which is a net moneymaker serving taxpayers by the way, will soon be out of business due to no parking when even more commuters go back to work after the Summer break. This is an immediate need, and is becoming just short of desperate; so since I now ride with some Loudoun brothers and Fairfax friends until the service has nightmarish parking problems (the parking is quickly growing horrible, even before the Fall as Tysons commuters find the Silver Line), I am willing to get the word out, both electronically and with flyers. This is the perfect opportunity -- at the perfect time -- for the Loudoun County government to continue to serve all of Loudoun, including Eastern Loudoun.

Is there any way to just the schedule by 5 min in the am and pm. We always miss the 5:38 train in the am because the bus gets there and we have to run to the train and often miss the train. We only have 2 min to run from the bus to the train. In the evening it is the same situation.

Please explain the rationale for making those of us who live farther WEST pay more and ride farther EAST to access the Silver Line. Why is there no bus service from central and western Loudoun County to the western-most station (Reston/Wiehle Ave)? Why only to Tysons?

Good Afternoon

I would like to offer two possible alternative measures for the morning drop off at the Spring Hill Metro. Both measures will eliminate the walk from Tyco Road to the Station.

- The first measure is for the buses to make “U” turn at Spring Hill Road onto Route 7 and dropping passengers off at the bus stop lane.
- The second is for the busses to turn left onto Spring Hill Road and Route 7 dropping passengers off at that corner then proceeding onto Spring Hill Road to the first stop at the intersection of Spring Hill Road and Tyco Road.

Both of these measures would minimize the passenger’s exposure to the elements once the winter months set in.

Just a thought. By the way the driver on the 352 route is EXCELLENT.

Get to the metro earlier than 530

Good Day. I am sending this email on behalf of my fellow riders. I for one have been taking the bus for years, working in a company that specializes in government and military contracts, I do too is very proud to work here in Loudoun county but the new Silver Line in connection with Loudoun Bus made a negative impact on us.

We are frustrated and disappointed, the fact that Loudoun County completely cancelled the CFC stops. We couldn’t understand the new changes and how it was planned knowing that there are shuttle and VRT busses that added new routes that actually passes by BEAUMEADE circle morning and afternoon.

Most of us doesn’t live nearby, we live too far so we chose to take the public transportation. There are 3 of us, sometimes 4, same count of riders coming from AOL and nearby stops.

Currently we are temporary passengers riding the VRT small shuttle coming from Wiehle Reston in the morning. And going back to Wiehle in the afternoon.....we request a VRT bus, walk all the way to VERIZON in a busy Loudoun Pkwy and Waxpool or call a cab to take us to the airport and ride the shuttle to Wiehle.

We do hope that somehow CFC stop will be added again in any route surrounding Beaumede Circle. Hoping anyone can look at this route, again, carefully and we appreciate any consideration you may offer into this matter.

Any questions, please feel free to contact me.....keeping our fingers crossed.

I have been riding with Loudoun Commuter Bus #905 to go work for years, and really appreciate the convenience it provides. However, the newly opened Silver Line Metro has prompted me to send this e-mail with a request, which I know reflect the need of several of my fellow riders working at Pentagon.

Right now, the #905 bus arrives at Wiehle Reston East station at 7:08 in the morning, a Metro train is always pulling off from the station at the same time; the next train is 6 minutes later. By waiting for this extra 6 minutes, it also causes us to just miss the Blue Line connection at Rosslyn and wait another extra 12 minutes. As a result, we have to spend a total of additional 18minutes for our morning commute.

If the #905 bus can arrive just two minutes earlier at the Wiehle Reston East station, it will give us a perfect connection to the 7:08 am Silver Line train, and we can save the 18 minutes commuting time daily..

I would like to propose two solutions for your consideration: to move the departure time two minutes earlier for the #905 bus, or ask the #905 bus driver drives the bus a little bit faster.

Thank you very much for your time and consideration.

I am writing to provide feedback on the new Silver Line bus schedule. While still in its infancy stages, there is a need to add additional buses to the route.

Today, Bus 356 is overcrowded with passengers to include a standing line of passengers from front to back as well as others who had to be turned away from riding due to lack of space. On the return ride yesterday (the 5:19 pm bus), it too was overcrowded with a line of passengers standing. Unfortunately, when the bus departed the last pick up, a passenger had been jolted forward and fell into a seat.

This overcrowding is a hazard to all who commute and needs to be addressed and corrected with urgency.

I found your email on the Loudoun.gov site under transportation so I hope I've reached the correct person.

With the school year back in full swing I would like to go back to riding the Tyson's Express Bus from Loudoun (Broadlands) to Tysons (7927 Jones Branch/Gannett) but unfortunately with the new bus schedule in the morning I cannot. I work from 7:30-4pm and loved the fact I could jump on the 6:48 bus and get to work at 7:24am and leave on the 4:07pm and get back just before 5pm. Unfortunately with the new bus schedule I would need to get on the bus 20 minutes early and would arrive to work early. We all know that arriving early does not necessarily constitute leaving early so the 3:37pm bus is not an option for me. If I were to take the later 7:14 bus I would arrive to Tysons almost 20 minutes late at 7:48am. I'm assuming that most people commuting from Broadlands have families who need help getting ready for school in the morning and going back to previous bus schedule would be a nicer, stress-free and viable option for most commuters. For example, the new 7:14 bus arrives in Tysons at 7:40am. That is either 10 minutes late or 20 minutes early for everyone, the last stop drops at 8:04am, which again, is either 4 minutes late or 26 minutes early. It would be nice if there was a happy medium giving commuters between 5-10 minutes to get to their destination once dropped off the bus in the morning. After all, the stops are so close to each other I don't think people need much time to walk to their final destination.

I realize that this is not my personal bus and that the schedule is set for everyone, and mostly around the metro, but I suspect there are others who have felt a very noticeable change this week and would benefit from the previous AM schedule making the bus a more feasible option. The 7:14 bus had to turn people away this week as they were over crowded. With the terrible traffic we have in this area mass transportation is such a wonderful and important service provided to us. One to which I am truly thankful. My hope is that there is room for a possible time adjustment.

I am bus rider on Tyson's Express from Broadland to Tysons
I am here writing on behalf of myself & my co-riders and would like bring forward concern and request for

change.

HIGH VOLUME OF RIDER SHIP

Based on experience since 7/28, I think

1. There are too many riders (people standing) since its the last bus to tysons.
2. Rider ship has increased as this bus connects to Spring Hill Metro.
3. Market Place / Sandlots are more convenient for people from Brambleton / Broadlands for metro riders
4. People are also using Tysons bus to Airports with luggage
5. There are riders with bikes
6. A delay/failure of previous bus will lead to more ridership. (eg: 9/2)

REQUEST TO ADD 9:00 AM BUS

There are lots of people including me who believe that there should be another bus after 8:34 am from Broadlands (and/or Leesburg) to Tysons

We would like to request Loudoun County Transit to add additional bus service around 9 am to distribute the bus load & act as backup.

Should you need more info or details or you need hear from other riders,

Can you (ALL) take a look at the drop off Spring Hill on Tyco Rd?

- 1) TOO LONG OF WALK FOR MOST UP IN AGE!!!
- 2) THE WEATHER WILL BE A FACTOR SOON !!!
- 3) WE GO RIGHT PASS WIEHLE-RESTON THAT WILL HELP!!! 1450 HRS.
- 4) DO WANTS IS RIGHT FOR YOUR CUSTOMER!!!

I wanted to let you know that I've been riding the Loudoun Bus from Loudoun Station to the Silver Line, and generally it has been a good experience. One suggestion for future: you probably will need to add buses in the afternoon soon. I take the 4:45 bus or the 5:10 bus if I miss 1st one - 25 minutes is a long time to wait. The 5:10 bus is especially buys standing room. One more question: Why does the bus have to go on such a round about route through Reston in the afternoon? It takes easily 10-12 minutes for us to get on the Toll Road after the bus leaves Reston Station.

So, my total commute time is a little bit longer (10 minutes or little longer sometimes depending on when I get the bus home from Reston in afternoon) going from Loudoun Station to Reston to work on METRO then it was going on Loudoun Long Haul bus form Ashburn North to DC to METRO to work Just some thoughts for you. Thanks.

Is there any plan to institute a bus route that would leave from the Wiehle Metro Station around 6:00 to travel to Purcellville or Hamilton? Right now, the only buses that go to these destinations leave late (7:40, 8:05) and don't arrive until very late (8:43, 9:08). It would be nice to have one that leaves earlier from the Wiehle Station, so that commuters could get home in time to go to their children's soccer practices

I commute by Silver line buses to Tyson's Corner area. Since the schedule change starting July 26, which has reduced the number of morning and evening buses, the buses are over crowded. Especially, the service numbers 354 and 355, with around 10 to 15 passengers standing every day. Since the revised service has been in operation for more than a month and these buses are crowded every day, it is clear that we need additional services to help improve the situation. Can you please add a bus between service number 354 and 355 in the morning?

The Hamilton Park and Ride lot was full today. Last three or four cars arriving for the 7:42 Silver Line bus were turned away. Next time that happens, can we park in the baseball field spots next door? How about the electric car spots? Also, today 6 spots were blocked off by plastic construction cones. Why was that? Thanks for your time.

I ride the bus primarily from Loudoun Station to Wiehle and catch the 5:40 am out. This bus arrives at Wiehle a minute or so before the train departs, which has the passengers waiting for 11 min for the next train. If possible, it would be nice for the bus to leave 5 min or so earlier so we could catch the train without waiting so long

I am a faithful Loudoun County resident and customer of the Loudoun County commuter bus. I began taking the bus roughly 3 years ago on the Tysons Express route and continue to take it today having been very happy with the quality of the buses as well as the reliability of the service. Since the changes to the bus routes for the opening of the Silver Line the service has deteriorated. For the last few years I have met the bus at the Harmony location and taken it to what is now the Spring Hill Metro stop (formally the Tyco rd and Rt 7 stop). When the routes changed I had to adjust my schedule and now drive to Leesburg to take the 7:40 am bus. Although I pass the Harmony stop every day and wonder why I'm driving to take a bus that could go to the stop closest to my house I make the trek and sit in the traffic next to several other bus riders that formally took the bus at Harmony that are now adding to the congestion along rt 7 between route 9 and the Greenway. It seemed odd to me, but I figured I'm not a city planner so I'll go along with it.

Over the last couple weeks with school being back in session bus ridership has greatly increased and I'm regularly seeing passengers standing on the bus while the bus is in motion. While I'm hopeful the Department of Transportation has approved the bus to carry the 12 passengers Loudoun County allows to stand common sense say if the bus were involved in an accident while traveling at 65 M.P.H. (the speed limit on the Greenway) those standing would be at great risk for bodily harm as would those around them. I've seen the bus fill to its capacity on multiple occasions leaving passengers waiting an extra 30 minutes to take the next bus while having to hope that bus is not full as well. This morning I saw for the first time passengers entering the bus, seeing the multiple standing passengers and getting back off. One gentleman got on, paid for his fare, and got off at the next stop so he could walk back to his car and drive to work and stated to the passengers around him he did not feel comfortable standing while the bus is in motion. The issue with over crowding on the buses is not limited to the morning routes. The evening route that picks up at the Silver line at 7:35 is overcrowded and had to turn away riders today as well.

I think something needs to be done to ensure passenger safety and accommodate the Leesburg County bus riders. Adding a route that runs from Harmony at 7 am would alleviate the congestion on the current route that begins at 7:40, and a bus 10 hours later that departs the Silver line at 5:20 would alleviate the overcrowding and increase the total number of riders. In talking with several other passengers they are discontinuing to ride the Loudoun County bus due to the overcrowding. One person I spoke with last week said he had to stand for the first time in 5 years of taking the bus and is no longer riding the bus. He now drives downtown to go to work. I am very interested to hear your comments on these issues. If this email address is not the correct address to voice my concerns I would be greatly appreciative if you could provide me with the contact information for the correct person(s).

I commute by Silver line buses to Tyson's Corner everyday. Since the schedule change starting July 28, which has reduced the number of morning and evening buses, the buses are over crowded. Especially, the service numbers 354 and 355, with around 15 passengers standing every day. Since the revised service has been in operation for more than a month and these buses are crowded every day, it is clear that we need additional services to

help improve the situation. Can you please add a bus between service number 354 and 355 in the morning?

I am writing in regard to Bus Route 981 on 9/10. I was very disappointed that the bus at 740pm in Reston was 8 minutes late. While I understand that happens. The bus then ended up getting to Dulles North 13 minutes late for drop off and then at Loudoun Station 16 minutes late. The driver was very slow of the Dulles Toll Road and the Greenway and made it through Reston in a timely fashion. It was a very frustrating commute on the bus in taking almost 30 minutes to get from Reston to Loudoun Station. While I understand this email may not doing nothing around this I would like to express my concern that I have been taking the bus from Reston to Loudoun Station and the buses are rarely running on time and are much slower in getting to their destinations than provided in the schedule. I would recommend Loudoun revise it's Silver Line bus schedule to be more accurate and to express to drivers the importance of remaining on schedule and not falling farther behind schedule, barring circumstances beyond their control.

Hello: Will there be any updates/changes to the current routes for the Cascades/Lowes Island busses that have them taking morning riders to West Falls Church and picking up evening riders at Wiehle-Reston? Is this a temporary procedure? All of the other commuters I have spoken with are unhappy with this arrangement, and no one seems to have any idea why it was decided to do it that way. Because Metro has reduced the number of orange line trains, Loudoun Commuters cannot get seats on the morning trains at West Falls Church (they arrive full), and evening riders find that we get home later than we did when we left from WFC. Also, the evening ride is short, and the small buses we now use so uncomfortable, that no one can take their evening naps, which most people on my bus used to really like to do on the nice comfortable ride in the big buses from WFC! In sum, the commute is much less pleasant now with the new metro stop. Why not take the morning riders to Wiehle--where they will be sure to get seats--and pick up the evening riders from WFC? Or both buses use Wiehle/Reston? I'm sure that there are many factors to consider in making these schedules and these concerns probably seem minor--however, many riders I've spoken with are curious as to how the current schedule was devised and whether it is permanent. Thank you,

The buses leaving Loudoun Station to go to Wiehle Avenue at 7:00, 7:20, and 7:34 are now full and people are being left at the station. Will Loudoun add another bus to each of these times to accommodate the riders who want to take transit? Being left at the station is a hardship on me as I am late for work and have to turn around and get in my car to get to work. Please let me know what you plan to do. Thank you

I wanted to write this email stating concern, for the **lack of bus services** during the morning and evening commute time to Wiehle-reston metro stops. I have been a frequent bus traveler of loudoun transit. Buses that leave from **loudoun station** that cater to majority of Ashburn area, are always at high capacity, even before the bus arrives. There has been tremendous accounts where the bus driver had to say NO to the people standing in line for over 15 mins, due to capacity reach.

Another thing that makes it hard is that the next bus service after is usually 25-30 mins after. Which causes a real inconveniences in the morning, and sets your day on the wrong track.

I encourage Loudoun county transit system personnel to please review the Loudoun station route to Wiehle-Resto:

1. Decrease the frequency between services, during rush-hour.
2. Have multiple bus leave during a certain amount of time in the morning

All these steps would really help commuters in the morning to better plan their day, and Enjoy such a great service you all have put forth!

Dear TS; Regarding the 300 series of bus run numbers, specifically the 354 bus I rode this morning, the buses continue to not stop at Spring Hill Metro as advertised. I observed 28-30 passengers having to trespass through private property on their way to the Spring Hill Metro. In the winter time when it snows guess where all these customers will be when the parking lots and side walks are full of snow after plowing? You will be forcing us to walk up Route 7 dodging cars and buses trying to get to the Metro. Now, I've offered you two recommendations and it seems as though it has fallen on deaf ears. I now offer a third alternative and that is to have the bus turn onto Tyco Rd as before but GO AROUND THE BLOCK and turn onto Spring Hill Rd on to the Metro. After unloading the 30 or so passengers there, the bus can continue back onto Tyco and drop off its lone passenger, and continue onto its route. Not much time will be lost if any because the bus will be performing right turns only. Secondly, the driver could announce in advance that their first stop will be Spring Hill Metro and NOT Tyco Rd until it rounds the block. Your thoughts?